

QUESTION: 1

Which of the following adapter cards is used to access the Internet through a telephone line?

- A. A network interface card
- B. An asynchronous modem
- C. A cable modem
- D. A T-1 connection

Answer: B

QUESTION: 2

Which of the following power supply standards was developed to provide a better way to plug into the motherboard?

- A. ATX
- B. AT
- C. PC/XT
- D. ACL

Answer: A

QUESTION: 3

When a job fails to print, where would a technician go in Windows to print out a test page?

- A. From the printers drivers
- B. Manually on the printer
- C. From the printer properties page
- D. From the administrative tools applet

Answer: C

QUESTION: 4

Which of the following ports are commonly used for outgoing email?

- A. NNTP
- B. TELNET
- C. SMTP
- D. HTTP

Answer: C

QUESTION: 5

Which of the following protocols are commonly used for Windows Remote Desktop?

- A. NTP
- B. PPTP
- C. RDP
- D. LDAP

Answer: C

QUESTION: 6

Which of the following transmission types allows for a NIC to send and receive data simultaneously?

- A. Half duplex
- B. Port mirroring
- C. Full duplex
- D. Port forwarding

Answer: C

QUESTION: 7

Which of the following network devices helps prevent data collision by not allowing data to be broadcast?

- A. Hub
- B. Modem
- C. Bridge

D. Switch

Answer: D

QUESTION: 8

Which of the following network devices interconnects networks together?

- A. Switch
- B. Hub
- C. Router
- D. Modem

Answer: C

QUESTION: 9

Which of the following network devices interconnects workstations and broadcasts the data that is being transmitted?

- A. Switch
- B. Modem
- C. Router
- D. Hub

Answer: D

QUESTION: 10

Which of the following is a difference between a local printer and a network printer?

- A. A local printer has a small footprint and cost less money than a network printer that has a large footprint.
- B. Local printers are situated in a common area shared by one department in the same office while network printers are always installed in enterprise environments where there are several offices in different buildings sharing the device.
- C. Network printers can be connected directly to a network while a local printer is connected directly to a users computer.

D. A maximum of two computers can share a local printer verses unlimited users can share a network printer.

Answer: C

QUESTION: 11

Which of the following is the difference between a laser printer and an inkjet printer?

- A. Ink jet printers are safe for the environment, while laser printers can be harmful to the environment.
- B. Laser printers melt the image onto the page, while an inkjet printer fuses the image to the page.
- C. Laser printers use toner, while the inkjet printer can only use ink cartridges.
- D. Laser printers fuse the image to the page, while an inkjet printer sprays the image on the page.

Answer: D

QUESTION: 12

Which of the following components is a distinguishing characteristic of a laser, inkjet, thermal, and impact printer?

- A. The writing element
- B. The control panel
- C. The power supply
- D. The interface.

Answer: A

QUESTION: 13

A customer reports that while attempting to print a document it seems to queue up fine, but the printer does not print the job. Which of the following may be the cause?

- A. Outdated or corrupt print driver.
- B. The application used to create the document is incompatible with the printer.
- C. A print job is waiting in the print queue.

D. Printer configuration is incorrect.

Answer: C

QUESTION: 14

Compliance regulations regarding data sensitivity are primarily created to protect the:

- A. equipment from abuse and misuse.
- B. company's intellectual property and proprietary information.
- C. person who would be directly affected in the case of a breach.
- D. customer's personal files and professional data.

Answer: C

QUESTION: 15

In regards to computer case form factors, which of the following provides the MOST room for effective cooling?

- A. BTX
- B. ATX
- C. NLX
- D. Micro ATX

Answer: A

QUESTION: 16

In terms of screen resolution, which of the following is the minimum default resolution setting that Windows XP supports?

- A. 640 x 480
- B. 800 x 600
- C. 800 x 640
- D. 1280 x 920

Answer: B

QUESTION: 17

A CD drive is a type of:

- A. solid state drive.
- B. network drive.
- C. optical drive.
- D. hot swappable drive.

Answer: C

QUESTION: 18

Which of the following is a primary storage device?

- A. DVD/RW drive
- B. SD flash drive
- C. SODIMM
- D. SATA hard drive

Answer: D

QUESTION: 19

The RAID level on a computer system refers to:

- A. how data is distributed between multiple drives.
- B. the number of partitions across multiple hard drives.
- C. the back up tape drive configuration.
- D. number of installed hard drives.

Answer: A

QUESTION: 20

Which of the following would be an example of an I/O interface?

- A. DIMM chip

- B. IDE drive
- C. AGP slot
- D. PS/2 port

Answer: D

QUESTION: 21

When purchasing an extra AC adapter for a notebook computer, it is important for the output to be:

- A. equivalent to the original power supply wattage.
- B. equal or greater than the original power supply wattage.
- C. auto sensing from 100 to 240 Volts.
- D. equal or lesser than the original power supply wattage.

Answer: A

QUESTION: 22

On a desktop computer, upgrading the power supply from a 200 watt power supply to a 400 watt ATX power supply results in which of the following?

- A. The addition of 3.3 volts of power to the computer.
- B. The computer can run faster because of the larger power source.
- C. Automatic integrated surge protection is provided through the upgrade.
- D. Automatic voltage detection between 110 and 220 voltage is provided.

Answer: A

QUESTION: 23

For a computer's core 2 processor to work properly, it must have which of the following?

- A. Thermal grease between the fan and the heatsink
- B. Thermal grease between the processor and the fan
- C. Two processors installed on the motherboard
- D. Thermal grease between the processor and the heatsink

Answer: D

QUESTION: 24

To run a Microsoft Windows 64-bit OS, the computer must be equipped with which of the following?

- A. Double the clock speed on a 32-bit processor
- B. Hyper-V technology
- C. Hyper-threading technology
- D. A 64-bit capable processor

Answer: D

QUESTION: 25

The DDR2 memory on a computer has failed. Which of the following statements is MOST likely true?

- A. The computer will not pass POST.
- B. The memory speed will decrease.
- C. The OS will have to be reinstalled.
- D. The computer will overheat.

Answer: A

QUESTION: 26

When installing a barcode scanner on a computer, which of the following should occur?

- A. The scanner must be configured to read the code(s) desired.
- B. The barcode scanner should be set up in the computers BIOS.
- C. The flatbed scanner must be removed.
- D. The scanner must be installed between the PS2 mouse and the computer.

Answer: A

QUESTION: 27

Which of the following is the purpose of a docking station for a laptop? (Select TWO).

- A. To allow peripheral devices such as a monitor to remain attached
- B. To allow additional power to be available to the laptop when docked
- C. To provide additional software security to the laptop
- D. To provide additional USB ports for the laptop
- E. To allow LAN/WAN switching

Answer: A, D

QUESTION: 28

Which of the following printer types is BEST suited to a multipart form?

- A. Impact
- B. Duplex
- C. Inkjet
- D. Laser

Answer: A

QUESTION: 29

The customer reports after the computer was upgraded the screen is blank and the computer beeps several times then stops responding. Which of the following is the possible cause? (Select TWO).

- A. A memory chip is defective.
- B. A PCI card is not correctly seated.
- C. The CRT display has failed.
- D. The power supply is not connected to the system board.
- E. Windows has a corrupt boot.ini file.

Answer: A, B

QUESTION: 30

The user states the desktop computer is very noisy. Which of the following could be contributing to the noise? (Select TWO).

- A. CPU
- B. Cooling fan
- C. Hard drive
- D. Motherboard
- E. Memory chip

Answer: B, C

QUESTION: 31

Which of the following boot methods results in the MINIMUM device drivers being loaded?

- A. Boot from LAN.
- B. Boot in Safe Mode.
- C. Boot to Last known Good Configuration.
- D. Boot from Emergency Boot Disk.

Answer: B

QUESTION: 32

An onsite technician is assigned to a small business for some emergency repair work. The repairs go as planned, but the owner of the company left specific instructions that they wanted to be notified post-repair of the status of the systems. Which of the following would be the BEST course of action for the technician to take?

- A. Call and/or email the owner the status of the repair and answer any remaining questions they might have.
- B. Document the work done at the firm; ask one of the assistants at the company to contact the owner, relaying details of the repair to save the technician time.
- C. Document the work done at the firm and leave the company owner a voicemail; the owner would probably not want to be bothered during the work day.
- D. Document the work done at the firm, leave a copy for the company owner, and personally contact the owner to update on the status of the repairs.

Answer: D

QUESTION: 33

A customer would like to build a Media Center PC for their home theater, and due to space constraints, asks to have a single-connection that will carry video and audio to and from the PC. Which of the following technologies is capable of this functionality?

- A. DVI-D
- B. DVI-I
- C. VGA
- D. HDMI

Answer: D

QUESTION: 34

Which of the following is the purpose of a heatsink in a PC's CPU?

- A. Keep the northbridge chip within acceptable temperature ranges.
- B. Keep the processor within acceptable temperature ranges.
- C. Keep the power supply within acceptable temperature ranges.
- D. Keep the hard drive within acceptable temperature ranges.

Answer: B

QUESTION: 35

Which of the following is the FASTEST external expansion card standard that a customer could find for a laptop?

- A. Mini-PCI card
- B. Express card
- C. PC card 8.1
- D. PC card 7.2

Answer: B

QUESTION: 36

In order to effectively use dual-channel functionality in modern DDR/DDR2/DDR3 memory, which of the following is true?

- A. Memory has to be installed in same speed and size modules, in marked matching slots.
- B. Memory has to be installed in matching pairs, using chips equal to or larger than 1GB in size.
- C. The motherboard jumpers need to be properly configured.
- D. Memory has to be installed in marked matching slots.

Answer: A

QUESTION: 37

Which of the following methods would be the BEST way to effectively destroy highly sensitive data from a hard disk?

- A. Use a multi-pass third party formatting utility, using at least five passes.
- B. Reformat the hard drive.
- C. Use Windows built-in Disk Management utility and format the disk.
- D. Run a high powered magnet over the drive several times.

Answer: A

QUESTION: 38

Which of the following broadband connections provides the LEAST amount of latency?

- A. WiMAX
- B. Fractional T1
- C. Satellite
- D. 56K dial-up

Answer: B

QUESTION: 39

A small business is looking to run new cabling for their upgraded network. Due to limited ability to conceal cabling within walls, the company is being forced to run the lines along

power wiring and overhead lighting. Which of the following would be the MOST cost effective cable to choose?

- A. UTP
- B. Coaxial
- C. Fiber
- D. STP

Answer: D

QUESTION: 40

Which of the following utilities would be the BEST place to check for installation problems?

- A. Security Center
- B. Device Manager
- C. Windows Defender
- D. Event Viewer

Answer: D

QUESTION: 41

A SOHO user wants to utilize computers with volume shadow copy to be able to recover accidentally deleted documents. Which of the following operating systems currently include this functionality? (Select TWO).

- A. Windows Vista Ultimate
- B. Windows 2000 Pro
- C. Windows Vista Business
- D. Windows XP Professional
- E. Windows Vista Home Premium

Answer: A, C

QUESTION: 42

A wireless network broadcasted from a SOHO WIFI single band router can have a maximum of how many SSIDs associated with it?

- A. One
- B. Two
- C. Four
- D. Five

Answer: A

QUESTION: 43

A laser printer uses which of the following consumables?

- A. Fuser
- B. Ribbon
- C. Toner
- D. Liquid ink

Answer: C

QUESTION: 44

Network hubs, by design, can run at which of the following modes?

- A. 100Mb
- B. Full duplex
- C. 10Mb
- D. Half duplex

Answer: D

QUESTION: 45

Which of the following commands will return the hostname of a specific device?

- A. ping t 172.16.122.11
- B. ping v 10.68.0.5
- C. ping a 192.168.10.5
- D. ping f 189.18.1.7

Answer: C

QUESTION: 46

Which of the following commands is used to open an editor to adjust the Windows database?

- A. msconfig
- B. edit
- C. regedit
- D. dir

Answer: C

QUESTION: 47

A Windows XP computer does not load all of the services required when it is booted normally. Which of the following is the MOST likely cause of the issue?

- A. MSCONFIG was used to execute the win.ini file.
- B. MSCONFIG was used to disable the computer services.
- C. MSCONFIG was used to execute the system.ini file.
- D. MSCONFIG was used to enable the computer services.

Answer: B

QUESTION: 48

Which of the following utilities is used to perform a baseline on a hard drive?

- A. PERFMON
- B. MSCONFIG
- C. MSTSC
- D. MSIEXEC

Answer: A

QUESTION: 49

A technician is adding RAM to a PC. Four 128MB DDR DIMM modules are removed and four 512MB DDR DIMM modules are inserted. Upon power on, the operating system will only recognize 1GB of RAM. Which of the following choices is MOST likely the cause?

- A. The PC BIOS does not support the new RAM size.
- B. The RAM has been inserted backwards in their slots.
- C. The monitor is not plugged into the video card.
- D. The BIOS revision is the latest version.

Answer: A

QUESTION: 50

A printer that was printing fine previously is not printing. The physical printer online light is lit, no errors are reported and the data cable is connected. Which of the following is the MOST likely cause of this problem?

- A. The Printing Preferences has been changed in Printer Properties.
- B. The Use Printer Offline option is checked.
- C. The Print Processor has been changed in Printer Properties.
- D. The Use Printer Offline option is not checked.

Answer: B

QUESTION: 51

Which of the following GUI interfaces displays total RAM installed in a Windows XP computer?

- A. Control Panel
- B. My Computer
- C. System Information
- D. System Properties

Answer: D

QUESTION: 52

Which of the following commands can be used to verify TCP/IP functionality?

- A. ping 128.1.1.0
- B. localhost 128.0.0.1
- C. ipconfig 127.0.0.1
- D. ping 127.0.0.1

Answer: D

QUESTION: 53

In which of the following is the Event Viewer located?

- A. Computer Management
- B. Performance Logs and alerts
- C. Device Manager
- D. Component Services

Answer: A

QUESTION: 54

In which of the following is the Services Snap-in located?

- A. Computer Management
- B. Device Manager
- C. Performance Logs and Alerts
- D. Component Services

Answer: A

QUESTION: 55

In which of the following locations is the Disk Management utility located in?

- A. Computer Management
- B. Device Manager

- C. Performance Logs and Alerts
- D. Component Services

Answer: A

QUESTION: 56

In which of the following is the Disk Defragmenter utility located?

- A. Performance Logs and Alerts
- B. Computer Management
- C. Component Services
- D. Device Manager

Answer: B

QUESTION: 57

Where would a technician place a shortcut in order for an application to run during logon?

- A. My Computer
- B. Startup Menu
- C. Control Panel
- D. System Tray

Answer: B

QUESTION: 58

Which of the following utilities is started when msinfo32 is entered in the run line?

- A. System Properties
- B. System Information
- C. Task Manager
- D. System Configuration

Answer: B

QUESTION: 59

Which of the following utilities is started in Windows XP when msconfig is entered in the run line?

- A. System Configuration
- B. System Properties
- C. Task Manager
- D. System Information

Answer: A

QUESTION: 60

Which of the following commands opens a utility that will display component driver versions?

- A. cmd
- B. dxdiag
- C. msinfo32
- D. msconfig

Answer: B

QUESTION: 61

Which of the following tools is located in the Control Panels Administrative Tools utility?

- A. Power Options
- B. Performance
- C. Hardware Wizard
- D. Simple File Sharing

Answer: B

QUESTION: 62

Which of the following tools can be found in the Administrative Tool Utility?

- A. Simple File Sharing
- B. Event Viewer
- C. Hardware Wizard
- D. Power Options

Answer: B

QUESTION: 63

Which of the following tools is located in the Administrative Tools Utility?

- A. Power Options
- B. Simple File Sharing
- C. Hardware Wizard
- D. Computer Management

Answer: D

QUESTION: 64

Which of the following is a class C IP address?

- A. 122.168.1.1
- B. 4.10.100.100
- C. 172.168.1.1
- D. 192.168.1.1

Answer: D

QUESTION: 65

How many characters are used in a 64-bit WEP encryption key?

- A. 10
- B. 12
- C. 26

D. 28

Answer: A

QUESTION: 66

How many characters are used in a 128-bit WEP encryption key?

A. 10

B. 12

C. 26

D. 28

Answer: C

QUESTION: 67

Which of the following is the MINIMUM amount of characters allowed for WPA encryption key?

A. 8

B. 10

C. 26

D. 28

Answer: A

QUESTION: 68

Which of the following is the MAXIMUM amount of characters used for a WPA2 encryption key?

A. 8

B. 16

C. 63

D. 64

Answer: C

QUESTION: 69

Which of the following wireless protocols provides the MOST bandwidth for streaming video data?

- A. 802.11g
- B. 802.11n
- C. 802.11b
- D. 802.11a

Answer: B

QUESTION: 70

Which of the following BEST describes what a KVM switch does?

- A. Allows multiple users to have access to a central gateway.
- B. Connects multiple users to one computer.
- C. Connects multiple computers to one monitor, keyboard, and mouse.
- D. Allows multiple computers to communicate with each other in a network.

Answer: C

QUESTION: 71

Which of the following devices converts digital to analog signals for communication between two different networks?

- A. Router
- B. DSU
- C. Modem
- D. CSU

Answer: C

QUESTION: 72

A user reports that their laptop computer shuts off about twenty minutes after turning it on, and that it gets unusually hot. The battery is full and the laptop is plugged in, and there are no error codes or beeps. Which of the following components is the MOST likely at fault?

- A. Fan
- B. CPU
- C. Battery
- D. RAM

Answer: A

QUESTION: 73

Which of the following safety tools prevents static electricity damage to internal computer components?

- A. Cable ties
- B. ESD strap
- C. MSDS
- D. Surge protector

Answer: B

QUESTION: 74

Which of the following BEST describes SPAM?

- A. Code that waits for a specific response before activating
- B. Unsolicited mail that is sent electronically
- C. Collects user and program information usually for malicious purposes
- D. Produces unsolicited advertisements via pop-up messages

Answer: B

QUESTION: 75

Which of the following BEST describes a type of file that appears harmless but is there to cause malicious intent?

- A. Worm
- B. Trojan
- C. Spam
- D. Logic bomb

Answer: B

QUESTION: 76

Which of the following malware is MOST likely to result in identity theft?

- A. Virus
- B. Worm
- C. Adware
- D. Spyware

Answer: D

QUESTION: 577

Which of the following BEST describes a network of computers inside a house that communicate with each other but not with computers outside of the house?

- A. WAN
- B. VPN
- C. LAN
- D. VLAN

Answer: C

QUESTION: 78

If a client has a Windows XP tablet PC, which of the following operating systems can they upgrade to and still keep the tablet PC functionality?

- A. Windows Vista Home
- B. Windows Vista Business

- C. Windows Vista Premium
- D. Windows Vista Ultimate

Answer: D

QUESTION: 79

How should a technician properly remove a USB hard drive while a computer is running?

- A. Unplug from the USB port.
- B. Safely Remove Hardware Function.
- C. Disable in the BIOS.
- D. Restart the OS.

Answer: B

QUESTION: 80

Which of the following steps will find an IP address?

- A. Start> Run>type cmd > nslookup
- B. Start> Run> type cmd > ipconfig
- C. Start> Run>type cmd> dir
- D. Start> Run> type cmd> goto

Answer: B

QUESTION: 81

A user has replaced an incompatible driver with one that is compatible. Which of the following is the FINAL step that should be performed?

- A. Cycle the power to ensure that the nt driver works
- B. Escalate the problem to the next higher tier support shop
- C. Establish a theory of probable causes of the incompatible driver
- D. Document findings, actions and outcomes

Answer: D

QUESTION: 82

It is a best practice to create which of the following after a Windows 2000 Pro OS install?

- A. An established recovery point
- B. A record of the administrative passwords
- C. A complete restore of the hard drive
- D. An emergency repair disk (ERD)

Answer: D

QUESTION: 83

A customer wants to use their laptop at a local hotspot that they have successfully used before; however, they are not receiving any WiFi signals. Which of the following should the technician do?

- A. Suggest they move computer around.
- B. Check to see if the NIC is functioning.
- C. Check that WiFi is enabled.
- D. Ask if they have a modem.

Answer: C

QUESTION: 84

Which of the following is a broadcast address?

- A. 169.254.10.127
- B. 192.168.1.1
- C. 127.0.0.1
- D. 255.255.255.255

Answer: D

QUESTION: 85

A technician wants to configure a Windows XP Pro laptop. It needs to write current work to memory and enter a low power state after fifteen minutes of no activity. The laptop also needs to be able to resume quickly from this mode. Which of the following power saving modes should a technician choose?

- A. Stand by
- B. Shut down
- C. Hibernate
- D. Suspend

Answer: A

QUESTION: 86

Which of the following laptop components allows connectivity with nearby devices using a PAN?

- A. NIC
- B. WiFi Card
- C. Bluetooth
- D. Broadband card

Answer: C

QUESTION: 87

How can a user continue a paused print job when using Windows XP?

- A. Right click on the print job and select properties.
- B. Right click on the print job and select resume.
- C. Right click on the print job and select cancel.
- D. Right click on the print job and select restart.

Answer: B

QUESTION: 88

A week ago a technician completed several upgrades for a business. The technician has not heard back from the client. Which of the following would be the BEST course of action to take?

- A. Email an assistant at the business to see if they are satisfied with the services rendered.
- B. Contact the customer with a follow-up call, inquiring when the next system upgrades can be started and offer discounts.
- C. Contact the customer with a follow-up call, inquiring how the systems are running and offering any additional assistance.
- D. Email the business owner and offer discounted services for the next system upgrades.

Answer: C

QUESTION: 89

A company customer calls in because the keyboard on their newly issued laptop is not working right. The customer had the laptop working properly all day in a docking station setting, but is now attempting to use the laptop's embedded keyboard. Which of the following is the NEXT action to take?

- A. Have the customer restart the computer to reset the keyboard for the customers profile.
- B. Question the customer to find if they used suspend instead of shutting down the computer when they left the office.
- C. Question the customer to determine if they are using the embedded keyboard for the first time.
- D. Check the keyboard drivers in Device Manager and reload if out of date.

Answer: C

QUESTION: 90

Which of the following would be the BEST device to replace a hub?

- A. Switch
- B. Modem
- C. Bridge
- D. Router

Answer: A

QUESTION: 91

Which of the following settings would a technician have to set in order to have a barcode reader perform a horizontal tab?

- A. /r
- B. /v
- C. /b
- D. /t

Answer: D

QUESTION: 92

A technician is trying to change the boot order on a laptop in order to install Windows Vista from a DVD. Where would be the proper place to configure this?

- A. PXE Boot Rom
- B. BOOT.INI file
- C. BIOS
- D. Hard Disk MBR

Answer: C

QUESTION: 93

A user reports a constant whining noise coming from their computer while it is on. Which of the following is MOST likely failing?

- A. Processor
- B. CPU Fan
- C. Optical Drive
- D. Hard Drive

Answer: B

QUESTION: 94

A technician has setup two disks in a RAID array of equal size. Which of the following RAID arrays is the technician using?

- A. RAID 1
- B. RAID 5
- C. RAID 6
- D. RAID 10

Answer: A

QUESTION: 95

Which of the following RAID arrays does only striped volumes?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

Answer: A

QUESTION: 96

Which of the following RAID arrays does stripping with parity?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

Answer: C

QUESTION: 97

Which of the following cable types sends and receives data by the use of light?

- A. STP
- B. Fiber

- C. Coaxial
- D. UTP

Answer: B

QUESTION: 98

Which of the following cable types contains a foil shield inside the jacket?

- A. Fiber
- B. CAT6
- C. STP
- D. UTP

Answer: C

QUESTION: 99

Which of the following connectors is commonly used on CAT6 cable?

- A. RJ-45
- B. RG-6
- C. ST
- D. BNC

Answer: A

QUESTION: 100

Which of the following connectors is commonly used on CAT3 cable?

- A. RJ-11
- B. BNC
- C. ST
- D. RG-6

Answer: A

QUESTION: 101

Which of the following cable types have a single copper wire used for sending and receiving data?

- A. Coaxial
- B. UTP
- C. Fiber
- D. STP

Answer: A

QUESTION: 102

Which of the following Internet access types has the GREATEST amount of latency?

- A. Fiber
- B. Satellite
- C. DSL
- D. Cable

Answer: B

QUESTION: 103

Which of the following wireless types uses 5GHz frequency and can transmit data up to 54Mb?

- A. 802.11a
- B. 802.11n
- C. 802.11g
- D. Bluetooth

Answer: A

QUESTION: 104

Which of the following transmission mediums has the GREATEST speed?

- A. DSL
- B. Cable
- C. Fiber
- D. Satellite

Answer: C

QUESTION: 105

Which of the following computer infections allows several computers to launch attacks against a network?

- A. Spyware
- B. Botnet
- C. Spam
- D. Adware

Answer: B

QUESTION: 106

Which of the following malware types captures personal information?

- A. Botnet
- B. Spam
- C. Adware
- D. Spyware

Answer: D

QUESTION: 107

Which of the following malware types displays pop-up advertisements on a PC wanting a user to purchase something?

- A. Spam
- B. Spyware
- C. Botnet

D. Adware

Answer: D

QUESTION: 108

Which of the following malware types sends out email from a clients address book?

- A. Spyware
- B. Adware
- C. Worm
- D. Botnet

Answer: C

QUESTION: 109

Which of the following devices would BEST protect the clients equipment from power outages?

- A. Power strip
- B. Uninterruptible power supply
- C. Surge protector
- D. Grounded outlet

Answer: B

QUESTION: 110

Which of the following boot devices can a Live version of the OS be installed and tested on, without actually installing it on the workstation?

- A. CD
- B. Floppy
- C. Internal hard drive
- D. Network

Answer: A

QUESTION: 111

Which of the following protocols uses port 110 by default?

- A. FTP
- B. HTTPS
- C. SMTP
- D. POP

Answer: C

QUESTION: 112

Which of the following is a type of solid state drive?

- A. IDE hard drive
- B. DVD-ROM drive
- C. USB thumb drive
- D. SCSI hard drive

Answer: C

QUESTION: 113

Which of the following motherboards would be installed in a small form factor case?

- A. ATX
- B. Micro ATX
- C. AT
- D. NLX

Answer: B

QUESTION: 114

IEEE1394b is capable of transfer rates of up to:

- A. 12Mbps.
- B. 400Mbps.
- C. 480Mbps.
- D. 800Mbps.

Answer: D

QUESTION: 115

The voltage selector on the back of some power supplies allows a technician to select between which of the following?

- A. 110/120 Volts AC or 220/240 Volts AC
- B. AC or DC Voltage
- C. 6/12 Volts DC or 12/24 Volts DC
- D. 110/120 Volts DC or 220/240 Volts DC

Answer: A

QUESTION: 116

Which of the following is an advantage of using Plenum CAT5 cable when installing a network?

- A. Fire resistant
- B. Lower latency
- C. Increases length of cable
- D. Can be used with VoIP

Answer: A

QUESTION: 117

A Windows XP workgroup computer can have up to how many concurrent connections?

- A. 10 or fewer
- B. 15 or fewer
- C. 20 or fewer
- D. 25 or fewer

Answer: A

QUESTION: 118

A customer with a SOHO network reports one computer on the network does not have Internet access. In addition, the customer reports the NIC link lights for that computer are not on. Which of the following could be the problem?

- A. Firewall is not working.
- B. Internet site is down.
- C. Network server is not working.
- D. Switch is not working.

Answer: D

QUESTION: 119

After installing a network card, the technician notices a yellow exclamation mark in Device Manager. Which of the following is the NEXT step?

- A. Remove and replace the network card.
- B. Re-install the OS.
- C. Join the computer to the workgroup.
- D. Update the device driver.

Answer: D

QUESTION: 120

A technician needs to boot a computer with only the basic devices and drivers. Which of the following boot options will accomplish this?

- A. Boot Mode
- B. Enable Boot Logging
- C. Safe Mode
- D. Debug Mode

Answer: C

QUESTION: 121

After a computer starts it displays an error message NTLDR is missing. Where can the technician locate the NTLDR files?

- A. NTOSKRNL
- B. OS installation disk
- C. BOOT.INI
- D. NTDETECT.COM

Answer: B

QUESTION: 122

When a computer is turned on, which of the following is the FIRST process that runs?

- A. CONFIG.SYS
- B. NTLDR
- C. IO.SYS
- D. POST

Answer: D

QUESTION: 123

A technician is troubleshooting a laptop. After pushing the power button on the laptop the technician can hear the hard drive is spinning and the operating system start, but there is no video. Which of the following is the NEXT step to troubleshoot the issue?

- A. Upgrade the video card.
- B. Connect the laptop to a monitor.
- C. Replace the LCD.
- D. Upgrade the memory.

Answer: B

QUESTION: 124

A customer reports that a laptop does not start when the power button is pressed. When the laptop is plugged into an outlet it starts. Which of the following is the BEST solution?

- A. Replace the battery.
- B. Remove the battery.
- C. Replace the power button.
- D. Change power outlets.

Answer: A

QUESTION: 125

A client reports that their laptop will not power off when the power button is pushed. Which of the following could be the issue?

- A. The MBR
- B. The power-management console
- C. The AC/DC adaptor
- D. The battery

Answer: B

QUESTION: 126

A technician installs a new CD-ROM/DVD player into a laptop. The technician powers on the laptop and the drive is not detected. Which of the following should the technician do NEXT?

- A. Check to see if a disk is present in the drive.
- B. Check the manufacturer's recommended settings.
- C. Check the USB settings for the drive.
- D. Check if the drive is properly plugged in.

Answer: D

QUESTION: 127

A customer reports that a laptop starts running for a few minutes before freezing or shutting down. Which of the following is the MOST likely issue?

- A. The RAM is not seated properly.
- B. The system is overheating.
- C. The OS is not installed.
- D. Additional memory needs to be installed.

Answer: B

QUESTION: 128

Which of the following are examples of common techniques used in social engineering? (Select TWO).

- A. Requesting public information
- B. Insulting the subject to motivate a response
- C. Assuming a position of authority
- D. Asking passive aggressive questions
- E. Flattery

Answer: C, E

QUESTION: 129

Social engineering is used to:

- A. acquire unauthorized information to achieve a goal.
- B. to test sociological boundaries within the company.
- C. to perform a technical risk assessment of employees within the company.
- D. engage in harmless communication.

Answer: A

QUESTION: 130

Where is the power on password stored?

- A. System RAM
- B. CMOS ROM

- C. Hard Drive
- D. System ROM

Answer: B

QUESTION: 131

Full duplex supports transmission of:

- A. printing on both sides of paper one at a time.
- B. printing on both sides of paper simultaneously.
- C. communications in both directions one at a time.
- D. communications in both directions simultaneously.

Answer: D

QUESTION: 132

Which of the following is the definition of telnet?

- A. A tool that allows a user to connect to other computers.
- B. A tool that allows a user to use the workstation as a telephone through the network.
- C. A tool that tells a user of the workstation that they have exceeded their memory quota.
- D. A tool that allows a workstation to tell the network that the workstation is present.

Answer: A

QUESTION: 133

Which of the following ports is used for telnet, by default?

- A. Port 21
- B. Port 23
- C. Port 25
- D. Port 110

Answer: B

QUESTION: 134

Which of the following is the POP3 port used for?

- A. It pings a workstation from a remote server.
- B. It holds a log of the last three passwords used.
- C. It blocks popup ads.
- D. It retrieves email from the mail server.

Answer: D

QUESTION: 135

Which of the following ports is used by POP3, by default?

- A. Port 21
- B. Port 23
- C. Port 25
- D. Port 110

Answer: D

QUESTION: 136

A workstation has been experiencing intermittent system problems. The user described the problems as: occasional rebooting, overheating, electric shock felt on computer case, and the hard drive stops working. Which of the following is the cause?

- A. Processor is going bad
- B. RAM module is faulty
- C. Power supply
- D. UPS not working properly

Answer: C

QUESTION: 137

Drive thrashing is described as which of the following?

- A. Excessive movement between system memory and virtual memory.
- B. Any damage to a hard drive caused by an intention or unintentional jolt or movement.
- C. A recognized method of disposing hard drives that contain sensitive data.
- D. A method of recovering lost data from a hard disk.

Answer: A

QUESTION: 138

Which of the following can be used as a boot device upon startup? (Select TWO).

- A. Wireless router
- B. USB
- C. Network
- D. Printer
- E. System RAM

Answer: B, C

QUESTION: 139

Which of the following allows a technician to boot from a special device upon startup?

- A. Function keys (e.g. F9, F12)
- B. Shift + B
- C. Ctrl + Alt + B
- D. Windows Key + B

Answer: A

QUESTION: 140

A user is calling excessively with computer issues. Which of the following should the technician do?

- A. Help the user with every issue that they call about and put all other work orders on hold.
- B. Explain to the user they need to fill out a work order for the computer issues.
- C. Ask the user to call another technician for more in-depth assistance.

D. Ask another technician to take over support for this user.

Answer: B

QUESTION: 141

Which of the following utilities could be used to check if there is a remote device on the network?

- A. netstat
- B. ipconfig
- C. nslookup
- D. ping

Answer: D

QUESTION: 142

Which of the following is a way to get to a command prompt in a Windows XP machine? (Select TWO).

- A. Start> Run> cmd
- B. Start> Run> Accessories> Command Prompt
- C. Start>Programs>Accessories>Communications> Command Prompt
- D. Start> Programs> Accessories> Command Prompt
- E. Start> Control Panel> Run>cmd

Answer: A, D

QUESTION: 143

A user is trying to print to a network printer; however, every time the user sends a print job to the printer, it does not print. There are multiple printers in the office, and all other users are able to print to the printer. Which of the following is the FIRST step that the technician should do?

- A. Confirm the printer name where the user is trying to print.
- B. Restart the print spooler service.
- C. Replace the paper in the printer.

D. Reboot the workstation and have the user log in again.

Answer: A

QUESTION: 144

Which of the following components is used to connect expansion boards to the motherboard?

- A. PS/2
- B. NIC
- C. Riser card
- D. Chipset

Answer: C

QUESTION: 145

A technician is about to use a cleaning solvent. Which of the following places should the technician look to find the proper handling procedures?

- A. The cleaning label
- B. The manufacturer's documentation
- C. A past technician's documentation
- D. MSDS

Answer: D

QUESTION: 146

After changing the toner cartridge on a printer, which of the following is the BEST way to dispose of the old cartridge?

- A. Dispose in an incinerator.
- B. Store in an air-tight container.
- C. Put the toner into a sealed bag and then throw into the garbage.
- D. Return to the manufacturer for recycling.

Answer: D

QUESTION: 147

When applying the security settings to a network, which of the following is the MINIMUM number of failed login attempts before a user is locked out?

- A. One
- B. Three
- C. Seven
- D. Nine

Answer: B

QUESTION: 148

The foil shielding on a STP cable is there to:

- A. prevent damage from weather.
- B. provide protection from heat.
- C. assist with data transmission.
- D. prevent outside interference.

Answer: D

QUESTION: 149

A network that has no server controlling the computers is known as a:

- A. LAN
- B. domain.
- C. WAN.
- D. workgroup.

Answer: D

QUESTION: 150

A user reports that their CD-Rom is not reading a disc. What should be the BEST first step to resolve this issue?

- A. Make sure that the disc is a CD and not a DVD.
- B. Ensure that the CD drive is installed.
- C. Check to see if the BIOS register the drive.
- D. Check to see if the CD-Rom is compatible hardware.

Answer: B

QUESTION: 151

When a component has a proprietary power supply what is the main limitation?

- A. There are no limitations; one power supply is as good as another.
- B. Replacing it with a power supply made specifically for that unit.
- C. Making sure the power supply will fit into the casing.
- D. Making sure that replacing the power supply is not cost prohibitive.

Answer: B

QUESTION: 152

A user calls with a concern about network performance, which of the following would be the FIRST step to evaluate this issue?

- A. Make sure the network cable is seated properly in the users computer.
- B. Check to see if the network cables were terminated properly.
- C. Ensure that shielded cable was used for the network.
- D. Make sure that the network cable is not touching any other cables.

Answer: C

QUESTION: 153

Certificate based security for a network would involve the use of:

- A. background checks for users.
- B. smart cards.
- C. complex user names.
- D. retinal scans.

Answer: B

QUESTION: 154

Which of the following is a best practice to create during an OS installation?

- A. A complete back up of the hard drive.
- B. An established recovery point.
- C. An emergency recovery disk (ERD).
- D. A record of the ADMIN passwords.

Answer: C

QUESTION: 155

A remote customer calls and says their computer and monitor will not turn on. The customer has tried the power buttons on the computer and monitor multiple times and still the computer and monitor will not turn on. Which of the following would be the BEST questions to ask the customer? (Select TWO).

- A. Is another piece of equipment, that is plugged into the same power strip/surge protector, powering up?
- B. Did the computer and monitor work before?
- C. Was the electric bill paid?
- D. Is it a LCD or CRT monitor?
- E. What is the manufacturer of the power strip/surge protector?

Answer: A, B

QUESTION: 156

A remote Customer calls with a dead computer. The customer says the tower computer will not turn on and the monitor will not turn on either. Other equipment plugged into the same power strip/surge protector also will not turn on. What would be the questions to ask this customer? (Select THREE).

- A. How big is your electric bill?
- B. Is another piece of equipment plugged into the same power receptacle and is it working?
- C. Can you or someone else check the circuit breaker for that receptacle?
- D. What is the manufacturer of the power strip/surge protector?
- E. What is the manufacturer of the other equipment plugged into the power strip/surge protector?
- F. Has any electrical work been done recently?
- G. What kind of equipment is plugged into the power strip/surge protector?

Answer: B, C, F

QUESTION: 157

Which of the following should be recommended prior to any solution that you will implement?

- A. Make a list of all programs that will need to be reinstalled in event of a system failure
- B. Nothing, proceed with solution. Nothing should be affected
- C. Create restore point
- D. Perform backup of all data

Answer: D

QUESTION: 158

Which of the following power management settings will require the power button to be pressed to bring a computer back to a usable state by default?

- A. Always on
- B. Hibernate
- C. Standby
- D. Wake on LAN

Answer: B

QUESTION: 159

Which of the following power management settings will allow any key press or mouse movement to bring a computer back to a usable state by default?

- A. Standby
- B. Always on
- C. Wake on LAN
- D. Hibernate

Answer: A

QUESTION: 160

While working on a computer at a customer's home, the customer continually asks questions about every step being performed. It is getting to the point that is becoming a distraction. Which of the following is the BEST solution?

- A. Ask to be excused to use the phone to take a small break outside to get some air
- B. Continue answering the questions, relax and try to be as calm as possible while working through the distraction
- C. Explain that what is being done is extremely complicated and requires concentration.
- D. Send them off on a small task to get a moment to concentrate and finish the job

Answer: B

QUESTION: 161

A customer has asked if Windows XP is better than Windows Vista. What is the BEST response to this question?

- A. Tell the customer that both are excellent choices
- B. Say nothing, end the conversation
- C. Give them a list of blog sites and documentation that discuss the two OSs
- D. Explain the pros and cons of each system

Answer: D

QUESTION: 162

A CRT has stopped working. Which of the following should the technician do?

- A. Put on an ESD strap and inspect the internal components
- B. Dispose through proper channels or send it to be repaired
- C. Check that the tube and capacitors are intact
- D. Throw it in the trash; CRTs are being replaced by LCDs

Answer: B

QUESTION: 163

On average how often passwords should be changed?

- A. 90 to 180 days
- B. 60 to 90 days
- C. Annually
- D. 30 to 60 days

Answer: A

QUESTION: 164

On average how long should your password be at minimum?

- A. Between 10 and 12 characters
- B. Between 6 and 8 characters
- C. Between 8 and 10 characters
- D. Between 4 and 6 characters

Answer: B

QUESTION: 165

A users high priority print jobs are constantly being held up by larger jobs of lesser importance. Which of the following is the BEST option to alleviate this issue?

- A. Raise the priority of the users jobs to the highest level.
- B. Give the user permissions to cancel other users print jobs.
- C. Give the user a dedicated printer.

D. Have the user work after hours to finish their print jobs.

Answer: A

QUESTION: 166

Which of the following can be done to ensure that the workstations are not damaged and do not lose power during momentary power spikes or blackouts?

- A. Replace all CMOS batteries in the office
- B. Install a generator in the office
- C. Install a UPS in the office
- D. Install power strips in the office

Answer: C

QUESTION: 167

There are computers that are left on overnight to complete certain calculations and tasks. Recently the building has been experiencing lengthy power outages and when the employees return the next morning they find that not only all work has been lost, but the computers give an error that the computer has not been shutdown properly. There are UPSs connected to the equipment but they only last about 30 minutes. What is an option to ensure that all work is not lost and damage does not occur to the system?

- A. Use software that in case of an outage saves your work, closes programs, and shuts down the computer
- B. Retrieve the work from a hot site for the office
- C. Have an employee work nights to perform the shut down when the power supplies battery is about empty
- D. Shut down the computer before you leave and have them perform the calculation during their down time

Answer: A

QUESTION: 168

You have changed something on your workstation that is affecting the stability of your OS. You decide to go to a prior restore point. Which of the following is the action that is being performed?

- A. Rolling back to an earlier configuration
- B. Preparing system for Automated System Recovery (ASR)
- C. Loading a full backup onto your workstation
- D. Restoring all files from a storage device

Answer: A

QUESTION: 169

A customer wants to use their laptop at a local hotspot that they have successfully used before; however they are not receiving any Wi-Fi signals. Which of the following should you try FIRST?

- A. Suggest the computer be moved around.
- B. Ask if they have a modem.
- C. Check that the Wi-Fi adapter is enabled.
- D. Ask for model number.

Answer: C

QUESTION: 170

A customer is giving a business presentation and has attached a laptop to a portable projector. However, each time the customer closes the laptop the computer goes into standby. Which of the following would MOST likely solve the issue?

- A. Change the power settings on the projector.
- B. Change the computer from a laptop to a desktop.
- C. Move the projector further away from the laptop.
- D. Change the power settings in Power Management.

Answer: D

QUESTION: 171

Which of the following is the authentication technology used by a fingerprint reader?

- A. Software firewall

- B. Biometrics
- C. Smart card
- D. Password

Answer: B

QUESTION: 172

A user reports that their DVD-ROM is not reading a disc. Which of the following is the FIRST step to take to resolve this issue?

- A. Make sure that the disc is a DVD and not a CD.
- B. Check to see if the BIOS registered the drive.
- C. Ensure that the device is working in Device Manager.
- D. Check to see if the CD-ROM has compatible hardware.

Answer: C

QUESTION: 173

When dealing with a difficult user it is BEST to:

- A. make the user promises to keep them quiet.
- B. tell the user to call back when they have calmed down.
- C. be stern with the user.
- D. repeat back the issue to the user to ensure understanding.

Answer: D

QUESTION: 174

A remote customer states their monitor has no display. Which of the following steps should be performed to check the monitor? (Select TWO).

- A. Move the mouse and/or press the space bar to check if the computer is in sleep mode.
- B. Press CTRL-ALT-DEL and check Task Manager for programs running in the background.
- C. Check the video cable to make sure it is still connected.
- D. Check to see if the monitor and system hardware are compatible.

E. Check for other equipment plugged into the same power strip/surge protector.

Answer: A, C

QUESTION: 175

A remote customer reports the mouse cursor is moving erratically on the screen or not at all. Which of the following questions should a technician ask this customer? (Select TWO).

- A. If the mouse has roller ball underneath could they examine it?
- B. What mouse driver are they using?
- C. What is the manufacturer of the computer?
- D. What type of mouse is it?
- E. What is the manufacturer of the mouse?

Answer: A, D

QUESTION: 176

There is excessive heat near the back of a computer. Which of the following should be checked?

- A. Hard drive location in the computer.
- B. Remove unneeded external components.
- C. Failed fan in the power supply.
- D. CPU heatsink seated properly.

Answer: C

QUESTION: 177

A customer states that the computer is taking a long time to boot and the hard drive light is staying on constantly. Which of the following should a technician check to resolve the issues?

- A. The manufacturer of the RAM installed in the computer.
- B. The manufacturer of the computer and hard drive.
- C. The hard drive location in the computer.

D. The amount of RAM installed.

Answer: D

QUESTION: 178

Which of the following MOST likely uses a parallel port?

- A. Connecting a loop-back plug
- B. Printing to an older printer
- C. Connecting to a parallel tape backup device
- D. Connecting to a parallel modem

Answer: B

QUESTION: 179

A technician is getting ready to perform a repair installation of Windows. Which of the following should be done FIRST prior to the installation?

- A. Create a restore point.
- B. Perform backup of all data.
- C. Upgrade all drivers.
- D. Update the anti-virus software.

Answer: B

QUESTION: 180

A technician has replaced an incompatible driver with one that is compatible. Which of the following is the LAST step that should be performed?

- A. Cycle the power to ensure that the nt driver works.
- B. Establish a theory of probable causes of the incompatible driver.
- C. Document findings, actions and outcomes.
- D. Escalate the problem to the next tier support.

Answer: C

QUESTION: 181

Which of the following power management settings allows volatile data to be written to a hard drive before powering off?

- A. Wake on LAN
- B. Always on
- C. Standby
- D. Hibernate

Answer: D

QUESTION: 182

Which of the following power management settings will allow a user to press any key or mouse movement to bring the computer back to a usable state by default?

- A. Standby
- B. Always on
- C. Hibernate
- D. Wake on LAN

Answer: A

QUESTION: 183

While a technician is working on a computer at a customer's home, the customer is asking questions wanting to know every step being performed and why. It is getting to the point that is becoming a distraction. Which of the following is the BEST solution?

- A. Ask to be excused to use the phone to take a small break outside to get some air.
- B. Explain that what is being done is extremely complicated and requires concentration.
- C. Send them off on a small task to get a moment to concentrate and finish the job.
- D. Continue answering the questions, relax and try to be as calm as possible while working.

Answer: D

QUESTION: 184

A CRT has stopped working. Which of the following should the technician do?

- A. Put on an ESD strap and inspect the internal components.
- B. Check that the tube and capacitors are intact.
- C. Throw it in the trash; CRTs are being replaced by LCDs.
- D. Dispose through proper channels or send it to be repaired.

Answer: D

QUESTION: 185

Which of the following is the MINIMUM amount of characters Windows XP will allow in a password?

- A. Zero
- B. Six
- C. Eight
- D. Twelve

Answer: A

QUESTION: 186

Two workstations, two monitors, two printers, and a mini refrigerator are plugged into one power strip in a single outlet. Which of the following should be done to ensure safety?

- A. Move the printers to their own UPS to cut down on the amount of devices going to the outlet.
- B. Move some of the devices to other outlets and replace the power strips with surge protectors.
- C. Replace the power strips with UPSs and eliminate the extension cords.
- D. Replace the power strips with surge protectors with longer cords.

Answer: B

QUESTION: 187

In an office there is a concern that the power occasionally spikes and blacks out for a second or two during the day. Which of the following can be done to ensure that the workstations are not damaged and do not lose power?

- A. Install a generator in the office.
- B. Install a UPS in the office.
- C. Replace the CMOS batteries to all affected equipment.
- D. Install power strips in the office.

Answer: B

QUESTION: 188

Computers are left on overnight to complete certain calculations and tasks. There are UPSs connected to the equipment but they only last about thirty minutes. Which of the following will BEST ensure that no damage occurs to the system in the event of an extended power outage?

- A. Have employees shut down their computers before they leave and perform the calculation during their down time.
- B. Install software that saves work, closes programs, and properly shuts down the computer.
- C. Setup a hot site for the office so all data will be backed up.
- D. Have an employee work nights to perform the shut down.

Answer: B

QUESTION: 189

A user has changed something on their workstation that is affecting the operability of the OS. Which of the following actions should the technician perform FIRST?

- A. Load a full backup onto the workstation.
- B. Restore all files from a storage device.
- C. Roll back to a previous restore point.
- D. Prepare system for automated system recovery (ASR).

Answer: C

QUESTION: 190

A customer has attached a laptop to a portable projector. Each time the customer closes the laptop the computer goes into standby. Which of the following should the technician do to solve this issue?

- A. Press the function key and then configure the projector settings.
- B. Change the power settings on the projector.
- C. Change the power settings in power management.
- D. Change the computer from a laptop to a desktop.

Answer: C

QUESTION: 191

A customer reports that after connecting a laptop to a projector they can see their presentation on the laptop but not on the projector screen. Which of the following should the customer perform?

- A. Use the function + f8 key to toggle between screens.
- B. Use the function + f10 key to toggle between screens.
- C. Use alt + tab to toggle between screens.
- D. Reboot the laptop to toggle image between screens.

Answer: A

QUESTION: 192

A client reports that after setting up a home WLAN they can only access the network from the first floor. The client would like to access the network from outside the home and on the top floor. Which of the following would the technician recommend for the client?

- A. Install a wireless modem.
- B. Set the SSID code on the laptop.
- C. Install an access point.
- D. Enable DHCP on the laptop.

Answer: C

QUESTION: 193

Which of the following is the BEST method for cooling a motherboards northbridge chip?

- A. Heatsink
- B. AGP slot
- C. CPU slot
- D. Compressed air

Answer: A

QUESTION: 194

Which of the following is the purpose of heatsinks?

- A. Prevents motherboards temperature from getting to low
- B. Cools the power supply
- C. Dissipates heat from the chips
- D. Prevents the monitor from overheating

Answer: C

QUESTION: 195

A customer calls and wants to know how to cool a game server. Which of the following is the BEST recommendation to make?

- A. Install multiple fans.
- B. Install a liquid cooling system.
- C. Install more memory in the system.
- D. Use hyper-threading.

Answer: B

QUESTION: 196

A user requests that a technician install a fingerprint reader on the users laptop. Which of the following authentication technologies can be used?

- A. Ergonomics
- B. Smart key
- C. Biometrics
- D. Software firewall

Answer: C

QUESTION: 197

A user reports that when they disconnect the AC adapter from their laptop, the LCD screen gets dimmer. When the user connects the AC power, the LCD returns to normal brightness. Which of the following should a technician tell the user?

- A. The LCD inverter board is going bad.
- B. The LCD backlight is failing.
- C. This might be an indication that the battery is failing and can no longer hold a charge.
- D. The screen is set to automatically dim to optimize battery power when power is disconnected.

Answer: D

QUESTION: 198

Which of the following is the purpose of thermal compound?

- A. To provide insulation around the processor.
- B. To prevent memory vibration caused by the heatsink fan.
- C. To provide thermal transfer from the CPU to the heatsink.
- D. To protect the CPU from direct contact with the heatsink.

Answer: C

QUESTION: 199

Which of the following IP addresses is an example of an APIPA address?

- A. 169.254.1.16
- B. 192.168.0.1
- C. 172.16.12.10
- D. 192.168.1.1

Answer: A

QUESTION: 200

Which of the following IP addresses is a class A address?

- A. 192.168.1.1
- B. 129.254.18.10
- C. 201.29.253.9
- D. 92.25.16.128

Answer: D

QUESTION: 201

Which of the following IP addresses is a class B address?

- A. 92.25.16.128
- B. 192.168.1.1
- C. 201.29.253.9
- D. 129.254.18.10

Answer: D

QUESTION: 202

Which of the following IP address is a class C address?

- A. 169.254.10.1
- B. 129.254.18.10
- C. 92.25.16.128
- D. 192.168.1.1

Answer: D

QUESTION: 203

Which of the following IP addresses is a private address?

- A. 92.25.16.128
- B. 192.168.1.1
- C. 201.29.253.9
- D. 129.254.18.10

Answer: B

QUESTION: 204

Which of the following IP addresses would a technician see if a computer is connected to a network device but is not receiving an IP address from the DHCP server?

- A. 172.16.10.10
- B. 192.168.0.10
- C. 169.254.10.10
- D. 192.168.10.10

Answer: C

QUESTION: 205

Which of the following IP addresses is a loopback address?

- A. 169.254.10.10
- B. 192.168.0.1
- C. 127.0.0.1
- D. 255.255.255.255

Answer: C

QUESTION: 206

Which of the following is the MOST secure password?

- A. s1A@r4A&!
- B. June171988
- C. 9ca5rl
- D. comptia1

Answer: A

QUESTION: 207

Which of the following wireless encryption methods is the MOST secure, by default?

- A. WEP
- B. SSID
- C. WPA
- D. MAC filtering

Answer: C

QUESTION: 208

Which of the following security methods prevents loading the OS without the correct credentials?

- A. BIOS password
- B. Keylogger
- C. Keyfob
- D. Username and password

Answer: A

QUESTION: 209

Which of the following is the FIRST step in troubleshooting a problem?

- A. Recreate the problem.
- B. Take the computer apart piece by piece until the problem is identified.

- C. Document the problem.
- D. Resolve the problem.

Answer: A

QUESTION: 210

Which of the following types of media is solid state?

- A. Blu-Ray
- B. Flash
- C. DVD
- D. CD

Answer: B

QUESTION: 211

Which of the following optical media types has the GREATEST amount of capacity?

- A. Flash
- B. DVD
- C. HDD
- D. Blu-Ray

Answer: D

QUESTION: 212

Which of the following interface card types allows Internet access through a dial-up connection?

- A. NIC
- B. Modem
- C. IEEE 1394
- D. Parallel

Answer: B

QUESTION: 213

Which of the following adapter cards allows the video on a camera to be transferred to a PC for editing?

- A. PCIe
- B. Graphics
- C. Capture
- D. PCMCIA

Answer: C

QUESTION: 214

Which of the following wireless communication types works at short distances and operates by line of sight?

- A. 802.11a
- B. Bluetooth
- C. Infrared
- D. Cellular

Answer: C

QUESTION: 215

Which of the following input devices requires calibration before use?

- A. KVM
- B. Keyboard
- C. Touch screen
- D. Touch pad

Answer: C

QUESTION: 216

Which of the following operating systems have Flip 3D installed by default?

- A. Windows Vista Premium
- B. Windows Media Center
- C. Windows 2000
- D. Windows XP

Answer: A

QUESTION: 217

Which of the following is the FIRST operating system to have Windows Compatibility Mode installed by default?

- A. Windows Vista Basic
- B. Windows Vista Ultimate
- C. Windows 2000
- D. Windows XP

Answer: D

QUESTION: 218

Which of the following are advantages to NTFS? (Select TWO).

- A. Files can be larger than 256MB
- B. File encryption options
- C. Macintosh PC read/write access
- D. User access and permissions options
- E. Ability to share the file and folders

Answer: B, D

QUESTION: 219

Which of the following is a reason why a technician would install a new Windows XP Pro installation with a FAT32 file structure?

- A. To support dynamic disks

- B. To allow RAID support
- C. Support for file encryption
- D. Legacy support for older systems

Answer: D

QUESTION: 220

Which of the following steps would allow a technician to change the virtual memory in Windows XP Pro?

- A. My Computer> System> Performance> Settings> Virtual Memory
- B. Control Panel> System> Advanced> Performance> Settings> Advanced> Virtual Memory
- C. Control Panel> System> Advanced> Performance> Settings> Advanced> DEP
- D. Control Panel> Performance> Settings> System> Virtual Memory

Answer: B

QUESTION: 221

Where is the MOST common place for Wake on LAN (WOL) to be enabled/disabled?

- A. Network Neighborhood> Ethernet controller
- B. Add and Remove Programs
- C. Control Panel> Power Options
- D. System BIOS

Answer: D

QUESTION: 222

A technician needs to verify that all installed devices are using digitally signed drivers from the correct manufacturer. In a Windows Vista workstation, which of the following commands would the technician use?

- A. sfc
- B. sigverif
- C. ipconfig

D. msconfig

Answer: B

QUESTION: 223

Which of the following is a best practice when informing users on how to remember a password?

- A. Contain on a sticky note on the back of the monitor
- B. Never write down the passwords
- C. Hide a password document in the workstation
- D. A notepad document on the desktop of the operating system

Answer: B

QUESTION: 224

Which of the following is the STRONGEST wireless encryption standard?

- A. WEP64
- B. WEP128
- C. WPA2
- D. WPA

Answer: C

QUESTION: 225

An employee receives a phone call from a help desk. They state they need to upgrade the antivirus protection on the workstation. They ask the employee for their username and password. Which of the following should the employee do?

- A. Refuse the callers request and inform an IT manager.
- B. Give the caller the username and password.
- C. Refuse the callers request and inform the police.
- D. Give the caller the information and inform an IT manager.

Answer: A

QUESTION: 226

In order for the print spooler service to start or run correctly, the print spooler requires other services to be running first. These types of services are known as:

- A. primary services.
- B. registry level services.
- C. dependency services.
- D. driver level services.

Answer: C

QUESTION: 227

A print job fails to leave the queue. Which of the following services may need to be restarted?

- A. Printer Driver
- B. Windows Spool Service
- C. Print Spooler
- D. NIC driver

Answer: C

QUESTION: 228

Which of the following commands would a technician use to manage current print jobs and queues on a Windows Vista PC?

- A. perfmon.msc
- B. services.msc
- C. print
- D. printmanagement.msc

Answer: D

QUESTION: 229

Which of the following are the minimum requirements to run a 64-bit application in Vista?

- A. A 64-bit processor and a Vista Home Basic operating system
- B. A 32-bit operating system and a 64-bit processor
- C. A dual-core 32-bit processor and a 64-bit operating system
- D. A 64-bit operating system and a 64-bit processor

Answer: D

QUESTION: 230

A customer has just purchased a new laptop. Without knowing the specifics of that model, how might a technician determine if the unit has WiFi capability?

- A. Check for an external antenna.
- B. Check for an external WiFi on/off toggle switch.
- C. Check for WiFi radio on/off switch on the function keys.
- D. Check the Device Manager for a wireless network device.

Answer: D

QUESTION: 231

Which of the following would be required to capture video from a digital camcorder?

- A. Serial
- B. eSATA
- C. IEEE 1394
- D. 802.11b

Answer: C

QUESTION: 232

A technician has just finished doing a repair and the client wants to know what repairs were performed. Which of the following is the BEST response?

- A. "I replaced some of the computer parts and now it is functional."
- B. "Here is all my documentation for the repairs, please read it and then get back to me with any questions."
- C. I replaced the motherboard, which is the main circuit board for the PC.
- D. "The memory controller was interpreting several addresses incorrectly so I replaced the DIMM."

Answer: C

QUESTION: 233

A technician is replacing a motherboard and the client seems nervous and asks if they are going to lose all their data. Which of the following is the BEST response?

- A. "I am not sure if your data will be lost I will confirm with my manager."
- B. Your data should be fine. This type of repair will not affect it.
- C. Well, I am not replacing the hard drive.
- D. I cannot guarantee that your data will not be lost. I will let you know what happens after the repair.

Answer: B

QUESTION: 234

A technician is on a repair job and is expecting an important personal call on their cell phone. In the middle of doing the repair, the phone rings. Which of the following is the BEST action?

- A. Have the phone on vibrate before starting the repair. Apologize and excuse oneself for a moment to take the call quickly outside the room.
- B. Take the call. Put the phone between one's ear and shoulder so the technician can do the repair and talk at the same time.
- C. Answer the phone and stay in the same room the whole time so the customer knows that they have not been abandoned.
- D. Immediately leave and go to another room to take the call and deal with the repair later.

Answer: A

QUESTION: 235

A client is having a recurring problem with keys popping off their keyboard. The technician knows that it is because the client has long fingernails and is weary of having to return every week to replace keys for this client. Which of the following is the BEST response to the clients next repair order?

- A. Refuse to do the repair until the client learns how to type with long fingernails.
- B. Do the repair with a good attitude. Show the client how to put the keys back on.
- C. Do the repair, but let the client know that the client will be charged extra for the same repair next time.
- D. Do the repair and request that the client trim their fingernails to prevent the keys from popping off.

Answer: B

QUESTION: 236

Which of the following configurations would BEST allow sensitive data to be stored on the same hard drive as the operating system, while protecting the data from the operating system related issues?

- A. Partition the drive into two physical drives making C: the OS and D: the data.
- B. Encrypt the sensitive data so that it cannot be read without a key.
- C. Partition the drive into two logical drives, making C: the OS and D: the data.
- D. Hide the sensitive data from casual view using folder Properties - Attributes.

Answer: C

QUESTION: 237

Which of the following will BEST allow a technician to secure a computer against unauthorized use without entering a password?

- A. Front panel media lock
- B. Keylogger
- C. Biometric fingerprint scanner
- D. Barcode reader

Answer: C

QUESTION: 238

A user reports that the power briefly went out at home while they were in the middle of editing a very important file. Which of the following devices would BEST help the user avoid further interruptions from short power failures?

- A. UPS
- B. Power strip
- C. Larger power supply
- D. CMOS battery

Answer: A

QUESTION: 239

Which of the following preventive maintenance techniques should be performed when opening a computer for repair or upgrade?

- A. Check for and remove outdated components.
- B. Replace all cooling fans with new ones.
- C. Remove excessive dust and loose items.
- D. Cover the extra power plugs not being used with electrical tape.

Answer: C

QUESTION: 240

A technician has replaced a power supply for a client and notices there is no power protection in use. Which of the following is the BEST action to take?

- A. Install an uninterruptible power supply (UPS).
- B. Tell the client they need to install a surge protector soon.
- C. Leave it up to the client to take their own precautions.
- D. Unplug the computer after testing and recommend to the client that they need to install a surge protector.

Answer: A

QUESTION: 241

A client reports that their system runs slowly. They have had the system for two years and use it primarily to download photos, music and browse the Internet. The system specifications are still very good. Which of the following is the FIRST action to take?

- A. Defragment the hard drive.
- B. Increase the systems RAM.
- C. Run CHKDSK on the hard drive.
- D. Suggest purchasing a newer processor.

Answer: A

QUESTION: 242

After the technician performed a repair and has verified that the computer is working properly, which of the following actions should be taken NEXT?

- A. Identify the problem.
- B. Document the actions.
- C. Establish a plan.
- D. Formulate a theory.

Answer: B

QUESTION: 243

Which of the following network classes exists if the default subnet mask is 255.255.255.0?

- A. A
- B. B
- C. C
- D. D

Answer: C

QUESTION: 244

Which of the following network classes exists if the default subnet mask is 255.255.0.0?

- A. A
- B. B
- C. C
- D. D

Answer: B

QUESTION: 245

Which of the following network classes exists if the default subnet mask is 255.0.0.0?

- A. A
- B. B
- C. C
- D. D

Answer: A

QUESTION: 246

Which of the following network classes exists if a hosts IP address is 192.168.1.1?

- A. A
- B. B
- C. C
- D. D

Answer: C

QUESTION: 247

Which of the following network classes exists if a hosts IP address is 172.30.22.0?

- A. Class A
- B. Class B
- C. Class C
- D. Class D

Answer: B

QUESTION: 248

Which of the following network classes exists if a hosts IP address is 10.172.1.1?

- A. A
- B. B
- C. C
- D. D

Answer: A

QUESTION: 249

Which of the following devices can automatically assign host IP addresses?

- A. Switch
- B. Router
- C. Hub
- D. Bridge

Answer: B

QUESTION: 250

A host that has been assigned a permanent IP address is said to have a:

- A. reserved IP address.
- B. static IP address.
- C. dynamic IP address.
- D. stationary IP address.

Answer: B

QUESTION: 251

Which of the following contains the settings to change the size of the paging file?

- A. Task Manager
- B. Device Manager
- C. Virtual Memory
- D. Hardware Profiles

Answer: C

QUESTION: 252

Which of the following is indicated when a yellow question mark appears next to a device on the Device Manager list?

- A. The component is disabled.
- B. The component is not installed.
- C. The components driver is outdated.
- D. The components driver is not found.

Answer: D

QUESTION: 253

How can a user temporarily stop an active print job when using Windows XP?

- A. Double click the printers icon, right click on the print job and select pause.
- B. Double click the printers icon, right click on the print job and select delete.
- C. Double click the printers icon, right click on the print job and select restart.
- D. Double click the printers icon, right click on the print job and select cancel.

Answer: A

QUESTION: 254

How can a user continue a paused print job from the first page when using Windows XP?

- A. Double click the printers icon, right click on the print job and select restart.
- B. Double click the printers icon, right click on the print job and select cancel.

- C. Double click the printers icon, right click on the print job and select properties.
- D. Double click the printers icon, right click on the print job and select resume.

Answer: A

QUESTION: 255

How can a user delete an active print job when using Windows XP?

- A. Double click the printers icon, right click on the print job and select properties.
- B. Double click the printers icon, right click on the print job and select resume.
- C. Double click the printers icon, right click on the print job and select cancel.
- D. Double click the printers icon, right click on the print job and select restart.

Answer: C

QUESTION: 256

A remote user cannot locate a printer connected to a host computer in a workgroup. Which of the following is the MOST likely cause?

- A. Simple file sharing has not been enabled on the host computer.
- B. The print drivers have not been installed on the users remote computer.
- C. Print sharing has not been enabled on the host computer.
- D. The shared printer is not compatible with the host computers operating system.

Answer: C

QUESTION: 257

In Printer Properties, which of the following tabs gives the technician the ability to set time availabilities on a shared printer?

- A. Advanced
- B. Ports
- C. Security
- D. General

Answer: A

QUESTION: 258

How many concurrent connections can a Windows XP computer have established at any given time?

- A. 5
- B. 10
- C. 15
- D. 20

Answer: B

QUESTION: 259

Which of the following is an example of when a VPN should be used?

- A. A remote user updating the antivirus software on their notebook computer.
- B. A kiosk in a department store that looks up information in their online catalog.
- C. A remote salesman must transfer contract data to the corporate office.
- D. A user checking their personal email at an office.

Answer: C

QUESTION: 260

A technician has replaced a failed DIMM. The technician has verified that the unit is working properly and is now updating the customer on the event. Which of the following responses would be BEST to use?

- A. Please try to be more conscious of static when using this PC.
- B. Please inform me if the PC will be processing more work than for which it was designed.
- C. Please inform me if you think you want me to come back and check it again tomorrow.
- D. Please inform me if you continue to have any problems with this PC.

Answer: D

QUESTION: 261

Which of the following is the BEST response when interacting with a customer?

- A. Only ask the customer closed-ended questions.
- B. Inform the customer of the expense that is being incurred.
- C. Use technical acronyms to show your technical expertise.
- D. Be sensitive to the customer's culture.

Answer: D

QUESTION: 262

A technician is working onsite on a virus problem affecting several computers and servers. A new service call is received, with a response time to another site of two hours. Which of the following would be the BEST choice to address this situation?

- A. Call the service manager and inform them of the current situation. Follow the manager's instructions.
- B. Call the service manager and inform them of the current situation. Call the customer and reschedule for another time.
- C. Call the service manager and inform them that the new service call cannot be made in time.
- D. Call the new service customer and re-schedule the call for another time.

Answer: A

QUESTION: 263

A technician has completed the repair of a problem on a PC. Which of the following is the NEXT step to take?

- A. Inform the customer of the steps taken during the repair and continue to the next service call.
- B. Document the solution, share this with the customer and take any preventative measures.
- C. Document the entire event, share this with the customer and take steps to minimize the reoccurrence.
- D. Document the core actions and inform the customer the repair has been completed.

Answer: C

QUESTION: 264

A technician is sent to do a hard drive upgrade in a workstation. Before starting any work on the system, which of the following is the FIRST course of action to take?

- A. Complete a full backup of the workstation before making any upgrades.
- B. Upgrade the hard drive and reboot the system.
- C. Remove the cover of the workstation case and use an ESD strap before the upgrade.
- D. Unplug the workstation and begin the upgrade.

Answer: A

QUESTION: 265

The preferred file system for use with all Windows operating systems starting at Windows 2000 is:

- A. HPFS.
- B. CDFS.
- C. NTFS.
- D. FAT32.

Answer: C

QUESTION: 266

Which of the following needs to be completed before a clean installation of Windows Vista can occur?

- A. Installation of the NTLDR
- B. Proper configuration of the BOOT.INI file
- C. Partitioning and formatting of the hard drive
- D. Installation of updated device drivers

Answer: C

QUESTION: 267

BitLocker works with which of the following components on a machine to provide the user with a fully encrypted hard disk environment?

- A. CMOS
- B. VRAM
- C. TPM
- D. RAID

Answer: C

QUESTION: 768

Which of the following is the FASTEST possible connection speed for an external hard drive?

- A. 802.11n
- B. IEEE 1394a
- C. USB 2.0
- D. IEEE 1394b

Answer: D

QUESTION: 269

A user is reporting frequent drops in the 802.11g wireless signal. The customer has installed a new cordless telephone recently that uses the 2.4GHz spectrum. Which of the following is the MOST likely cause of the customers issues?

- A. RFI
- B. Electrical surges
- C. ESD
- D. EMI

Answer: A

QUESTION: 270

Which of the following memory types finds and corrects errors?

- A. Double-sided
- B. Dual-channel
- C. RDRAM
- D. ECC

Answer: D

QUESTION: 271

A customer wants to upgrade from Windows XP Professional to Windows Vista, and does not wish to lose any files in the process. Which of the following operating systems needs to be used when performing this upgrade? (Select TWO).

- A. Windows Vista Home Premium
- B. Windows Vista Home Basic
- C. Windows Vista 64-bit edition
- D. Windows Vista Ultimate
- E. Windows Vista Business

Answer: D, E

QUESTION: 272

Which of the following are known as malware? (Select TWO).

- A. Spyware
- B. Trojans
- C. Freeware
- D. DLLs
- E. Shareware

Answer: A, B

QUESTION: 273

A user reports that none of their documents are printing. The user sent ten different documents over a span of an hour. Which of the following should the technician check FIRST?

- A. If the printer needs a firmware upgrade to print multiple documents at once.
- B. If the print spooler service needs to be configured for multi-page printing.
- C. If the printer needs a memory upgrade to print multiple documents at once.
- D. If the printer needs the queue cleared.

Answer: D

QUESTION: 274

A technician is building a new system for a client with multiple processors and hard disk drives. Which of the following power specifications is MOST important to look for when deciding on the power supply unit for the system?

- A. Frequency
- B. Hertz
- C. Wattage
- D. Amperage

Answer: C

QUESTION: 275

How many devices are supported on a single USB port?

- A. 32
- B. 64
- C. 127
- D. 128

Answer: C

QUESTION: 276

Which of the following battery types are used in MOST laptops?

- A. Nickel Metal-Hydride
- B. Alkaline
- C. Lithium Ion
- D. Nickel Cadmium

Answer: C

QUESTION: 277

The technician is driving from one appointment to the next and encounters a traffic jam. The technician had planned to arrive five minutes early. Which of the following is the BEST course of action?

- A. Pull over, call the customer from a mobile phone, and explain the delay.
- B. Call another technician and have the other technician reschedule the appointment for another date.
- C. Pull over, call the customer and cancel the appointment, reschedule for another time.
- D. Use an alternate route and get to the appointment ten minutes after the scheduled time.

Answer: A

QUESTION: 278

The technician is assisting a user who has little knowledge of computer terms. Which of the following is the BEST method of working with this user?

- A. Listen and ask questions using non-technical terms.
- B. Repeat the steps multiple times so that the user can understand the computer terms.
- C. Advise the user to not do anything else, until the technician can arrive and work on the computer themselves.
- D. Speak slowly, direct the user to do a hard shut down with the computer and talk them step by step through the boot process.

Answer: A

QUESTION: 279

The technician has arrived at an angry corporate users desk to find a bluescreen, and an error message of a corrupted file. As the technician begins to evaluate the situation, the customer demands the computer be replaced immediately. The customer would like another computer so they can make their presentation that is due in an hour. Which of the following is the BEST course of action?

- A. Shut down the computer, explain to the user the computer will be taken to the shop to be repaired and will be returned when it is completed.
- B. Work quickly, using the various OS options available, to boot the computer and retrieve the users data to a shared network drive.
- C. Remain calm and positive, explaining to the user the data may not be retrievable within the hour to set a reasonable expectation.
- D. After listening to the user, explain with authority, the hard drive has failed and the data cannot be retrieved within the hour.

Answer: C

QUESTION: 280

The technician is talking to a company user who is out of state on a business trip. The user is attempting to install a local printer and has become frustrated and is berating the support staff. The company has provided remote control software. Which of the following is the BEST course of action?

- A. Remain positive with the user, explaining you will remote into the computer and assist in installing the printer.
- B. While the user is talking, use MMC to grant administrative rights to the user, and then tell the user to try the install once again.
- C. Listen calmly to the user, until they have completely calmed down, and then explain why they cannot get the printer installed themselves.
- D. Explain to the user that support cannot be provided while they continue to berate the staff and tell them to call back when they have calmed down.

Answer: A

QUESTION: 281

After the technician has evaluated the notebook, they determine that the hard drive has failed. The customer states they have important documents and photos on the drive which cannot be replaced. Which of the following options is the BEST course of action?

- A. Immediately replace the hard drive with a new, larger model, explaining to the user the unit will be restored as quickly as possible, but the data is gone.
- B. Document on the service record the steps the technician took to evaluate the drive, in case the customer decides to sue for loss of data.
- C. Explain to the customer in non-technical terms, what has happened to the drive and explain the options available, such as a data recovery service.
- D. Explain to the customer that the technician can replace the controller for the IDE hard drive and should be able to recover the information.

Answer: C

QUESTION: 282

The technician is on-site at a customer's home, conducting an initial evaluation of the problem with the customer. The technician receives a call and the caller ID shows the call is from the technician's child's school. Which of the following is the BEST course of action?

- A. Request the customer to leave the room while the call is answered.
- B. Ignore the call, as the school can be contacted later in day.
- C. Immediately stop working and leave the room to answer the call.
- D. Inform the customer about the need to take the call from the school.

Answer: D

QUESTION: 283

The technician has confirmed through their testing, the video card is failing. Which of the following is the NEXT step to take?

- A. Install an on hand video card and show the customer it is repaired.
- B. Establish the probable cause of the card failure for the customer.
- C. Discuss options acceptable to the customer to address the issue.
- D. Question the customer on any changes made to the computer before installing the video card.

Answer: C

QUESTION: 284

The technician has completed the repair action on the computer. Which of the following is the NEXT course of action?

- A. Question the user to insure they do not attempt to make changes and break the computer again.
- B. Test the computer to determine the probable cause of failure.
- C. Re-evaluate the repair theory to ensure the issue will not occur again.
- D. Document the evaluation and actions taken.

Answer: D

QUESTION: 285

The customer notes the computer randomly repeats letters or characters that are not being entered when the key is pressed. Which of the following would be the NEXT evaluation step?

- A. Boot to BIOS/setup and confirm the hardware settings are correct.
- B. Check the power connections to the equipment and see if there is a surge protector in use.
- C. Check the work area and keyboard for foreign substances.
- D. Replace the PS2 keyboard with a USB keyboard and try again.

Answer: C

QUESTION: 286

A customer states that none of the print jobs they have submitted have printed from the network printer. They have checked the printer and found coworkers have been printing documents. Which of the following is the NEXT step to take?

- A. Ask the customer to open the printer properties and check the page size and paper orientation.
- B. Ask the customer if they have installed a local printer at home, as this may have deleted the network printer.
- C. Check that the network printer is connected to the USB port on the users computer.
- D. Ask the customer to select the printer icon they are trying to use and confirm it is set as the default printer.

Answer: D

QUESTION: 287

A customer reports the new plug and play USB scanner they purchased is not working or detected by their photo editing program on their desktop computer. Which of the following actions will BEST resolve the issue?

- A. The technician has to turn on plug and play before the scanner will work.
- B. The technician needs to install the scanner using the instructions provided.
- C. The technician has to boot, plug in the scanner, and then install the drivers.
- D. The technician has to use Device Manager to update the drivers and then attach the scanner.

Answer: B

QUESTION: 288

The customer has requested the technician install a new cellular WAN card on their business laptop prior to their next trip. Which of the following describes the NEXT step to take?

- A. After installing the card with the administrative account, have the customer test the card using their log in.
- B. After inserting the PCMCIA card, check Network Places to ensure proper card functionality.
- C. Install the card using the customers log in, and then configure the card using the administrative account.
- D. After installing the card, ensure the phone and modem properties are set for the local area code.

Answer: A

QUESTION: 289

Which of the following statements is true when a docking station is used for the first time?

- A. The dock will only work properly if a separate docking profile is manually created in the System Properties Advanced tab.
- B. If the external keyboard number lock is toggled on, the embedded keyboard will not function correctly.
- C. Docking stations will only work if an external power supply is connected.
- D. Plugging in an external keyboard or mouse will disable the embedded devices on the laptop.

Answer: B

QUESTION: 290

Which of the following statements is true about a laptop communication connection?

- A. Bluetooth and WLAN settings may be configured through the BIOS as well as the OS.
- B. The WLAN connection will function only if the Zero Wireless Configuration is set to Automatic.
- C. When the Bluetooth function is enabled, the Infrared port will no longer function.
- D. If wireless security is enabled on the network, Bluetooth devices will need to add the security code.

Answer: A

QUESTION: 291

Which of the following services should be enabled to allow both corporate users and guests to easily logon to a local network for Internet access without a technician's intervention?

- A. HTTP
- B. TELNET
- C. DNS
- D. DHCP

Answer: D

QUESTION: 292

When working within large computer networks, which of the following is the disadvantage of using NETBEUI over TCP/IP? (Select TWO).

- A. NETBEUI is designed to be used on small size LANs.
- B. NETBEUI is unavailable on non-Windows operating systems.
- C. NETBEUI can only be used on pre-Windows NT networks.
- D. NETBEUI is not a routable protocol.
- E. NETBEUI can only be used with DHCP.

Answer: A, D

QUESTION: 293

Which of the following command line paths shows the recovery consoles installation?

- A. D:\i386\tools\console
- B. D:\i386\tools /cmdcons
- C. D:\i386\utilities\console
- D. D:\i386\winnt32 /cmdcons

Answer: D

QUESTION: 294

A customer reports that a computer can no longer print. The customer works at a company where the users all print to networked printers. Which of the following is the BEST approach the technician should take?

- A. Redirect the customer to another printer if available, and begin running diagnostics on the printer.
- B. Ask the customer which printer the customer prints to, turn the printer off and on, run a self-test, run a print engine test, and then attempt to print from the computer.
- C. Verify which printer the customer prints to, ensure the device is still online, is setup as the default printer, and verify the correct tray is being selected before printing.
- D. Reinstall the printer drivers, turn the printer off and on, and send a print job.

Answer: C

QUESTION: 295

Which of the following characteristics apply to solid state drives?

- A. They have no moving parts and can tolerate vibration.
- B. They are susceptible to failure typically caused by strong vibration or rough handling.
- C. They require more power than other drive types.
- D. They have a larger platter than other magnetic devices.

Answer: A

QUESTION: 296

When comparing solid state drives vs. magnetic drives, which of the following holds true?

- A. Solid state drives are faster, more reliable, and require more power.
- B. Solid state drives are slower, more reliable, and require less power.
- C. Solid state drives are faster, more reliable, and require less power.
- D. Solid state drives are slower, more reliable, and require more power.

Answer: B

QUESTION: 297

Which of the following drives is not susceptible to damage typically caused by strong vibration or rough handling?

- A. USB hard drive
- B. IDE drive
- C. Flash drive
- D. SATA drive

Answer: C

QUESTION: 298

Which of the following is a true statement regarding optical drives and backward compatibility?

- A. DVD drives can read Blu-Ray media, DVD media, but not CD media.
- B. Blu-Ray drives can read Blu-Ray media, DVD media, and CD media.

- C. Blu-Ray drives can read Blu-Ray media, DVD media, but not CD media.
- D. DVD drives can read Blu-Ray media, DVD media, and CD media.

Answer: B

QUESTION: 299

Which of the following is a true statement regarding a liquid cooling system as compared to the traditional heatsink?

- A. Liquid cooling systems are more effective at cooling the processor.
- B. Liquid cooling systems are less efficient than the traditional heatsink technology.
- C. Liquid cooling systems are less effective at cooling the processor.
- D. Liquid cooling systems are not as loud as the traditional heatsink/fan technology.

Answer: A

QUESTION: 300

Which of the following protocols uses port 23, by default?

- A. FTP
- B. FTPS
- C. HTTPS
- D. TELNET

Answer: D

QUESTION: 301

Which of the following ports needs to be blocked to prevent Internet access?

- A. 20
- B. 21
- C. 23
- D. 80

Answer: D

QUESTION: 302

Which of the following BEST describes the differences between a switch and a router?

- A. A router broadcasts all data packets that are sent on the network, and a switch transmits data directly to the device.
- B. A switch interconnects one or more networks, where a router interconnects devices on a network.
- C. A switch interconnects devices on the same network to be able to communicate, where a router interconnects one or more networks.
- D. A switch broadcasts all data packets that are sent on the network, and a router transmits data directly to the device.

Answer: C

QUESTION: 303

Before performing a clean install of Windows XP professional, which of the following file system formats would be the BEST choice for security purposes?

- A. NTFS
- B. FAT32
- C. CDFS
- D. FAT16

Answer: A

QUESTION: 304

Before upgrading an operating system on a PC, which of the following is the BEST task to perform?

- A. Format the hard drive.
- B. Update the device drivers.
- C. Backup the hard drive.
- D. Partition the hard drive.

Answer: C

QUESTION: 305

Which of the following power management modes stores all data from memory to the hard drive and completely powers down?

- A. Wake on LAN (WOL)
- B. Standby
- C. Suspend
- D. Hibernate

Answer: D

QUESTION: 306

Which of the following tools can be used to update a driver?

- A. Device Manager
- B. System Information
- C. Disk Management
- D. Component services

Answer: A

QUESTION: 307

The SSID on a wireless network is which of the following?

- A. Broadcast name
- B. Security key used
- C. Encryption type
- D. Wireless channel used

Answer: A

QUESTION: 308

Which of the following is the STRONGEST wireless encryption type?

- A. WEP
- B. WEP2
- C. WPA
- D. WPA2

Answer: D

QUESTION: 309

Which of the following security devices uses biometric technology?

- A. IR scanner
- B. Fingerprint scanner
- C. Drive lock
- D. Smart card

Answer: B

QUESTION: 310

Which of the following BEST describes a virus?

- A. Malicious code that can propagate itself to different host files.
- B. A malicious program that spreads itself in a system without the need of a host.
- C. A program that is used to track user information for commercial reasons.
- D. A program that appears to be harmless but has a malicious agenda.

Answer: A

QUESTION: 311

Which of the following key commands will lock a workstation?

- A. Ctrl + Alt + Esc
- B. Windows Key + D
- C. Ctrl + Alt + L
- D. Windows Key + L

Answer: D

QUESTION: 312

An exception is made for port 25. Which of the following has MOST likely been performed?

- A. Port 25 has been opened.
- B. Port 25 is no longer being used.
- C. Port 25 is running at full duplex.
- D. Port 25 is setup for port forwarding.

Answer: A

QUESTION: 313

Which of the following authentication technologies is the MOST effective?

- A. Username and password
- B. Biometrics
- C. BIOS security
- D. Smart card

Answer: B

QUESTION: 314

The term data wiping refers to which of the following?

- A. The hard drive has been reformatted.
- B. The hard drive is set to pre-format conditions.
- C. Data has been restored.
- D. Data has been backed up.

Answer: B

QUESTION: 315

A technician is installing a hard drive that does not contain any movable parts inside. Which of following drive types did the technician install?

- A. SATA
- B. IDE
- C. PATA
- D. Solid state

Answer: D

QUESTION: 316

Which of the following devices writes data by burning an image to the media?

- A. Solid state
- B. Optical
- C. FDD
- D. HDD

Answer: B

QUESTION: 317

Which of the following media types has a capacity of 4.7GB?

- A. Dual-layer DVD
- B. Floppy disk
- C. Single-layer DVD
- D. Blu-Ray disk

Answer: C

QUESTION: 318

Which of the following devices reads fonts by the reflection of white spaces between black bars?

- A. CCD barcode reader

- B. Laser barcode reader
- C. IR keyboard
- D. Biometric devices

Answer: B

QUESTION: 319

Which of the following cable media types passes sound and video through one cable?

- A. HDMI
- B. S-Video
- C. VGA
- D. DVI

Answer: A

QUESTION: 320

Which of the following settings helps remove discoloration in a CRT monitor due to magnetism?

- A. Auto Alignment
- B. Resolution
- C. Degauss
- D. Refresh Rate

Answer: C

QUESTION: 321

Which of the following places would a technician look to view the local drives?

- A. My Network Places
- B. Control Panel
- C. My Computer
- D. Task Bar

Answer: C

QUESTION: 322

Which of the following places would a technician go to view running system processes?

- A. Task Manager
- B. Start Menu
- C. Task Bar
- D. Event Viewer

Answer: A

QUESTION: 323

Which of the following connection types will commonly be transmitted over RG-6 media?

- A. Dial-up
- B. Satellite
- C. DSL
- D. Cable

Answer: D

QUESTION: 324

Which of the following network connections uses an analog signal?

- A. Wireless
- B. Dial-up
- C. Cable
- D. Satellite

Answer: B

QUESTION: 325

Biometric authentication is a security feature preventing access to a device. Which of the following is an example of this feature?

- A. Fingerprint scan
- B. Password
- C. Verbal recognition
- D. Smart key

Answer: A

QUESTION: 326

Which of the following interfaces allows for the FASTEST speed?

- A. USB 2.0
- B. USB 1.1
- C. IEEE 1394a
- D. IEEE 1394b

Answer: D

QUESTION: 327

Which of the following speeds is the maximum transmission rate of the USB 2.0 interface?

- A. 400Mbps
- B. 480Mbps
- C. 800Mbps
- D. 1280Mbps

Answer: B

QUESTION: 328

Which of the following is the maximum recommended cable length for connecting USB devices?

- A. 5 meters (16 feet)
- B. 7 meters (23 feet)
- C. 10 meters (33 feet)
- D. 15 meters (49 feet)

Answer: A

QUESTION: 329

Cardbus interfaces are mainly found on which of the following?

- A. Cell phones
- B. Notebooks
- C. Desktop PCs
- D. PDAs

Answer: B

QUESTION: 330

Which of the following is the number of devices that can be daisy-chained to an IEEE 1394 port?

- A. 7
- B. 15
- C. 63
- D. 127

Answer: C

QUESTION: 331

Which of the following is the maximum transfer speed that can be achieved on SATA interface?

- A. 150Mbps
- B. 300Mbps
- C. 400Mbps
- D. 800Mbps

Answer: B

QUESTION: 332

Which of the following is the FASTEST way for a technician to find out a users computer name in a Windows 2000 environment?

- A. Right click on My Computer > Properties > Computer Name Tab
- B. Right click on My Computer > Properties > Network Identification Tab
- C. Control Panel > System Applet > Properties > Advanced Tab
- D. Control Panel > System Applet > Properties > Computer Name Tab

Answer: B

QUESTION: 333

Which of the following devices has an extremely dangerous electrical charge when exposed?

- A. Laptop LCD screen
- B. CRT monitor
- C. USB mouse
- D. Optical DVD-RW drive

Answer: B

QUESTION: 334

In Windows XP, which of the following is the proper way to delete a print job in queue?

- A. Start > Settings > Printers and Faxes > Highlight the print job(s) in question > Hit the control key once to initialize the operation > Hit the Delete key and click OK
- B. Start > Settings > Printers and Faxes > Open the printer queue box > Highlight the print job(s) in question > Hit the Delete key and click OK
- C. Start > Settings > Printers and Faxes > Highlight the printer in question via a single click > Hit the Delete key and click OK
- D. Start > Settings > Printers and Faxes > Highlight the print job(s) in question > Hit the Delete key and click OK

Answer: B

QUESTION: 335

UAC is a security feature found in which of the following operating systems?

- A. Windows Vista Business
- B. Windows Server 2003
- C. Windows 2000 Professional
- D. Windows XP Professional

Answer: A

QUESTION: 336

Which of the following 32-bit processors has 64-bit capability?

- A. Intel Pentium M
- B. Intel Itanium
- C. Intel Pentium 4 Extreme Edition
- D. Intel Core 2 Duo

Answer: D

QUESTION: 337

A technician is installing an external hard drive and controller card that both use the IEEE 1394b standard. Which of the following is the correct cable to use?

- A. 6-pin male to 4-pin female
- B. 9-pin male to male
- C. 4-pin male to male
- D. 6-pin male to male

Answer: B

QUESTION: 338

A laptop user states that lately that when certain letter keys are pressed, numbers appear on the screen. Which of the following is the MOST likely cause of this situation?

- A. The StickyKeys option is enabled.
- B. The NumLock option is enabled.
- C. The ToggleKeys option is enabled.
- D. The FilterKeys option is enabled.

Answer: B

QUESTION: 339

While replacing an ATX power supply in an older model desktop PC, the technician observes the motherboards main power connector has less pins than the new power supply cable. After clearing it with the manufacturer, the cable is plugged in and the PC is up and running. Which of the following is the BEST reason why this fix worked?

- A. Older ATX power supplies are no longer available.
- B. Newer ATX power supplies are 20/24 pin compatible.
- C. Older ATX power supplies have a separate P4 connector.
- D. Newer ATX power supplies do not use pins 21 through 24.

Answer: B

QUESTION: 340

Which of the following network media types uses pulses of light to transmit data?

- A. Fiber
- B. Cable
- C. DSL
- D. Satellite

Answer: A

QUESTION: 341

Which of the following displays a list of print jobs waiting to process through a printer?

- A. Print test page
- B. Print queue
- C. Printer settings
- D. Printer properties

Answer: B

QUESTION: 342

Where is the L2 cache located?

- A. Between the CPU and RAM
- B. On the southbridge chip
- C. On the front side bus
- D. On the CPU

Answer: D

QUESTION: 343

Which of the following memory types must be used in pairs?

- A. SDRAM
- B. DDR2
- C. SODIMM
- D. RDRAM

Answer: D

QUESTION: 344

Which of the following connector types is used on fiber cables?

- A. BNC
- B. ST
- C. RJ-45
- D. RJ-11

Answer: B

QUESTION: 345

Which of the following cable types releases the LEAST amount of toxic fumes in a fire?

- A. Plenum
- B. Non-plenum
- C. STP
- D. UTP

Answer: A

QUESTION: 346

Which of the following wireless types, by default, has the GREATEST throughput and amount of coverage?

- A. 802.11a
- B. 802.11n
- C. 802.11g
- D. 801.11b

Answer: B

QUESTION: 347

Which of the following is used to rate desktop power supplies?

- A. Maximum input voltage
- B. Maximum resistance
- C. Maximum output wattage
- D. Maximum output consumption

Answer: C

QUESTION: 348

A customer reports that their laptop keyboard does not work. Which of the following is the NEXT step in the troubleshooting process?

- A. Update the keyboard drivers.
- B. Re-install the OS.
- C. Attach an external keyboard.
- D. Press ctrl + alt + delete on the keyboard.

Answer: C

QUESTION: 349

A caller tells a technician that they need their username and password so they can remote into their workstation to complete some work that was left undone. The technician explains this is against company policy. Which of the following threats has been attempted?

- A. Social engineering
- B. Trojan attack
- C. Denial of Service (DoS) attack
- D. Mantrap

Answer: A

QUESTION: 350

New policies have just been developed by a company's IT Department. The department develops a Standard Operating Procedure to be signed by all employees and displayed on the policy board. The employees signing this memo and carrying out these new procedures is an example of which of the following?

- A. Dealing appropriately with confidential materials
- B. Compliance in the workplace
- C. Professionalism in the workplace
- D. Self monitoring, analysis and reporting technology (S.M.A.R.T)

Answer: B

QUESTION: 351

A technician is processing sensitive documents when they come across documents in a file cabinet that are unmarked. It is company policy that all documents be labeled even if they are not sensitive. Which of the following security elements governs data sensitivity?

- A. Unclassified
- B. Exceptions
- C. Cultural Sensitivity
- D. Classification

Answer: D

QUESTION: 352

A technician is troubleshooting and wants to limit the amount of programs on startup. Which of the following should be used?

- A. Event Viewer
- B. Task scheduler
- C. Configuration Utility
- D. Device Manager

Answer: C